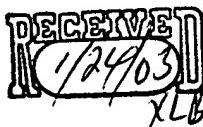


**Official**

FILED VIA FACSIMILE

PATENT APPLICATION  
Docket No. 13768.122

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of )

Milan M. Shah, et al. )

Serial No.: 09/464,348 )

Art Unit )

2157 )

Conf No.: 7423 )

)

Filed: December 15, 1999 )

)

For: METHODS AND SYSTEMS FOR END-USER )  
EXTENSIBLE ELECTRONIC MAIL )

)

Examiner: Barbara N. Burgess )

)

#5/A.N.E.  
P. Cottong  
1-28-03**AMENDMENT "A"**

Box RESPONSES

NO FEE

Assistant Commissioner for Patents  
Washington, DC 20231

Dear Sir:

Responsive to the Office Action dated September 25, 2002, (paper No. 6), Applicant respectfully requests entry of the following amendments and reconsideration of the pending claims in view of the matters discussed with the Examiner during the Telephonic Interview held on January 24, 2003, and the further remarks herein. A Petition For Extension of Time has been included with this Amendment to extend the period for reply for one (1) month, from December 25, 2003 until January 25, 2003.

**In the Claims:**

Please cancel claims 2-8, 13-19 and 25-32 without prejudice.